GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

GAD – Policy Unit – e-Office, a Digital workplace solution in Government Offices - Implementation of e-Office up to Gram Panchayat level in phased manner - Appointment of Nodal Officer to act as a Single Point of Contact (SPoC) in each Department at Secretariat, Heads of the Department, Autonomous Organizations and Districts to Monitor and Implement – Orders - Issued.

GENERAL ADMINISTRATION (PU - B) DEPARTMENT

G.O.Rt.No.1760 **Dated:02.09.2023**

Read :

G.O.Rt.No:2765, General Administration (PU-B) Dept.Dated:23-12-2022.

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ORDER:-

Government of Andhra Pradesh introduced e-Office, a digital workplace solution for Government offices, during the year 2015 with an objective to streamline both inter & intra Government process to achieve a simplified, responsive, effective and transparent working of all Government offices and making them paperless. The e-Office solution is developed, maintained and supported by e-Office Project Division, National Informatics Centre (NIC), New Delhi and hosted at State Data Centre (SDC).

2. Considering certain technical limitations in the present e-Office version V.5.6 and next version V.6.x, the Government decided to up-grade the digital solution to latest version of e-office V.7.x, in a phased manner with feasible number of exclusive instances to improve solution performance and operationalize all features in the e-Office up to Gram Panchayat level in a mission mode by 31st December, 2023. The primary prerequisites for e-Office implementation at user Department end are as follows:

a) Personal Computers with Internet connectivity: Processor - 2 GHz and above, RAM - Min.4 GB, USB 2.0 controller and above for DSCs, Operating System Windows 7 and above, latest Mozilla browser, latest Adobe PDF reader and Internet connection.
b) Government email account.
c) E-Office login account.
d) Digital Signature Certificate (DSC) Dongle.
e) Scanners for Digitization.

3. The PMU-eOffice established in ITE&C Department, Secretariat with skilled IT resources is responsible to extend necessary support to the Secretariat Departments, Heads of the Department, Autonomous Organizations and Districts in the following areas in implementation of e-Office V7.x solution up to Gram Panchayat level in the Government.

(i) Capacity Building (Develop Master trainers & impart training to end users)
(ii) Data Management (creation, transfer and mapping of Users, e-Files in e-Office).
(iii) On-site/Helpdesk Support (Technical support: on-site, Call Centre and emails).
(iv) Digitization, Dairy & Dispatch (In-ward & outward correspondence through e-tappal and email diarization).

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(v) Customization (e-Office on-line reports including Dashboard)
(vi) Solution/System Administration (Management & Maintenance of all Instances of e-Office including its server hardware, software and network at back end).
(vii) Project Management (Overall administration & management of e-Office implementation)

4. After careful examination in this matter, Government hereby appoints the following Nodal Officers to act as a Single Point of Contact (SPoC) to strengthen, monitor and implement e-Office. The respective Departments shall communicate the SPoC details (Name, Designation, Mobile No, Govt., email-ID) to the Government, ITE&C Dept., through email to pmu.eoffice@ap.gov.in on or before 8th September 2023.

A. District Level: Joint Collector of the District;
B. HoD level: Head of the Department/ Head of Autonomous organization or 2nd level officer in HoD who is dealing with establishment matter of HoD;
C. Secretariat Level: MLO(OP) of Secretariat Department;

5. The role/responsibilities of e-Office Nodal Officers are as follows:

A. Joint Collector - eOffice Nodal Officer @ District Level is responsible to :

a) Ensure the availability of pre-requisites to implement e-Office up to Gram Panchayat in all Departments in the District.
b) Strengthen the District technical support unit with skilled technical assistants to extend necessary support to all Department offices in the district up to Gram Panchayat level.
c) Apart from two technical assistants per district already provided by ITE&C Department, develop additional master trainers and skilled resources from the available pool of resources in the district.
d) Deliver mandatory tasks in e-Office in the areas of capacity building, data management, On-site/Helpdesk support, digitization, dairy & dispatch duly availing the services of available technical assistants in co-ordination with PMU-eOffice @Secretariat.
e) Setup a task force for frequent inspections of various Department offices in the district and take prompt action on the feedback obtained.
f) Ensure 100% paperless offices in the District up to Gram Panchayat level by 31st December, 2023.

B. Head of the Department/ Head of Autonomous organization - eOffice Nodal Officer @ HoDs/AOs level is responsible to:

a) Extend all support to the District Administration to ensure the availability of pre-requisites in all the offices up to Gram Panchayat in the Department
b) Setup technical support unit in the Department with skilled technical assistants to extend necessary support to the respective Department offices up to Gram Panchayat level in co-ordination with PMU-eOffice @ Secretariat.
c) Identify available IT resources (1 or 2 Nos) in the Department to work as technical assistants under the control of e-Office Department nodal officer. No sanction of new posts of technical assistants is allowed by the Government under this initiative.
d) Develop master trainers and skilled technical assistants from the available pool of Department resources in the Department.

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e) Deliver mandatory tasks in e-Office in the areas of capacity building, data management, on-site/Helpdesk support, digitization, dairy & dispatch duly availing the services of available technical assistants in co-ordination with PMU-eOffice @Secretariat.
f) Setup a task force for frequent inspections of various offices in the Department and take prompt action on the feedback obtained.
g) Ensure 100% paperless offices in the Department up to Gram Panchayat level offices by 31stDecember, 2023.

C. MLO(OP) of Secretariat Department - eOffice Nodal Officer @Secretariat Level is responsible to :

a) Provide technical support with technical assistants allocated to each secretariat Department (2 technical assistants per block are in place) including e-Office pre-requisites such as Government email account, e-Office login account and Digital Signature Certificate (DSC) dongles (or) e-Sign in co-ordination with PMU-eOffice @Secretariat.
b) Deliver mandatory tasks in e-Office in the areas of training, data management, on-site/Helpdesk support, digitization, dairy & dispatch duly availing the services of available technical assistants in co-ordination with PMU-eOffice @Secretariat.
c) Ensure '100% paperless Department' by 31stDecember, 2023.

6. Considering the importance and urgent need of solution implementation, the Chief Secretary to Government will review the e-Office implementation progress on fortnightly basis through Video Conference. The Secretary, ITE&C Dept., shall monitor the program on regular basis and ensure effective implementation by 31stDecember, 2023.

7. All the Departments of Secretariat, Heads of the Department, Autonomous Organizations and District Collectorates etc., shall take further necessary action in this matter, accordingly.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

Dr.K.S.JAWAHAR REDDY
CHIEF SECRETARY TO GOVERNMENT

To
All Departments in Secretariat.
All Heads of the Department.
All Autonomous Organizations.
All District Collectors in the State.
All Joint Collectors in the State.
Copy to:
The Secretary to Govt., ITE&C Department
The Head of Group, e-Office Project Division, NIC-Delhi.
The SIO, NIC
All P.Ss to Hon'ble Ministers.
All P.Ss to the Spl.CS/Prl. Secretaries/Secretaries to the Government
The OSD/PS to Chief Secretary to Government
The P.S to Prl. Secretary to Government(Poll.), GAD.

//FORWARDED :: BY ORDER//

SECTION OFFICER